



**Liverpool**

**Clinical Commissioning Group**

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

**Ref: 63094**

30<sup>th</sup> October 2019

Email:

Email: [foi@liverpoolccg.nhs.uk](mailto:foi@liverpoolccg.nhs.uk)

Dear

**Re: Freedom of Information Request**

Thank you for your Freedom of Information request that we received on 22<sup>nd</sup> October 2019, with regards to telephony / communications.

**Request:**

Information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.

1. Which manufacturer (PBX or VOIP) are you using as your core telephone system?  
e.g. Avaya, BT, Cisco, Mitel, Skype for Business?
2. Approximately how many extensions does the system support across your organisation?
3. Who is the incumbent/support partner for the maintenance of your VOIP/PBX?
4. How many of those extensions are contact centre/customer service agents?
5. When does your PBX/VOIP support contract expire?

**Response:**

**Please refer to our publication scheme (response letter reference 59770) for the requested information**

**<https://www.liverpoolccg.nhs.uk/contact-us/freedom-of-information/past-foi-requests/2019/june/>**

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on the CCG's publication scheme. All personal information in the letter will be removed before publishing.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI

requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Corporate Services Team**  
**NHS Liverpool CCG**